

## Retiree Online Access – Help Guide

Since you do not have access to see what Retirees see when registering and logging in to eBenefits, here is a step-by-step guide to what retirees may see and do in the retiree portal. At the end of this document are some Frequent Issues and Resolutions that may help you help the retirees.

### **Registration –only need to complete this process one time.**

1. Go to the Retiree Self Service website at <https://emine.mt.gov:7651/retiree>

The screenshot shows the Montana State Retiree Self Service website. The header includes the Montana State logo, the title "Retiree Self Service", and an "SSL Secured Site" icon. A navigation bar contains links for "Home", "Sign In", and "Register". The "Register" link is highlighted with a red box. Below the navigation bar, a welcome message states: "Welcome to the Montana State Retiree Self Service website!". A paragraph explains that the site provides retired state employees access to their self service applications, including viewing and updating personal information, and reviewing benefits information. Another paragraph states that users must register each year and provides instructions for new and returning users. A final paragraph instructs users to select "Sign In" if they are already registered.

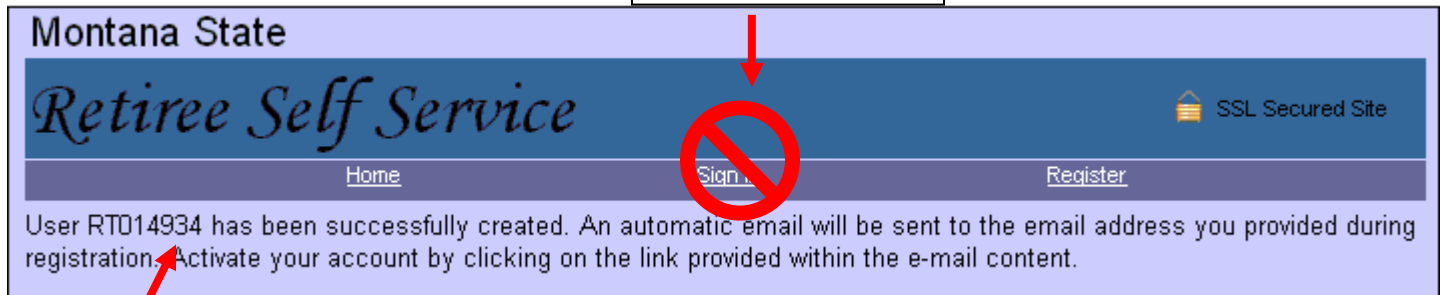
2. Select 'Register' to obtain a username and password.  
*If they have already registered and have a valid username and password, proceed to Step 6.*
3. Key in the requested information and click the 'Register' button. Remember that all fields are required.

The screenshot shows the registration form on the Montana State Retiree Self Service website. The form includes fields for "First Name", "Last Name", "Employee ID", "Last 4 Digits of your Social Security Number", "Birthdate (MM/DD/YYYY)", "Password", "Confirm Password", "Email", and "Confirm Email". A red arrow points from the "Employee ID" field to the "Employee ID" label. Another red arrow points from a text box on the left to the "Password" field. The text box contains the instruction: "This password is a NEW password they are creating – not their last password they were using before they retired!". Below the form is a "Register" button. To the right of the form, there is a section for "Retiree ID" (999999-0), contact information for the Health Care and Benefits Division, and a "RETIREE BENEFITS STATEMENT FORM" for Robert Retiree. At the bottom, there are "INSTRUCTIONS & DEADLINE FOR ELECTIONS" which state that forms must be postmarked by October 22, 2007, and returned to the Health Care and Benefits Division.

In case they don't know or don't remember their Employee ID, all retirees have their ID listed in the top left corner of their Individual Benefits Statement.

- After the **Register** button is selected, the system will assign a username and send an e-mail to the account provided during the registration process with instructions for activating the retiree account. Retirees should make note of the assigned username (and password) for future use – the username will be “RT” plus their Empl ID (RT999999). If anyone forgets their password, this site allows them to reset their own password at any time.

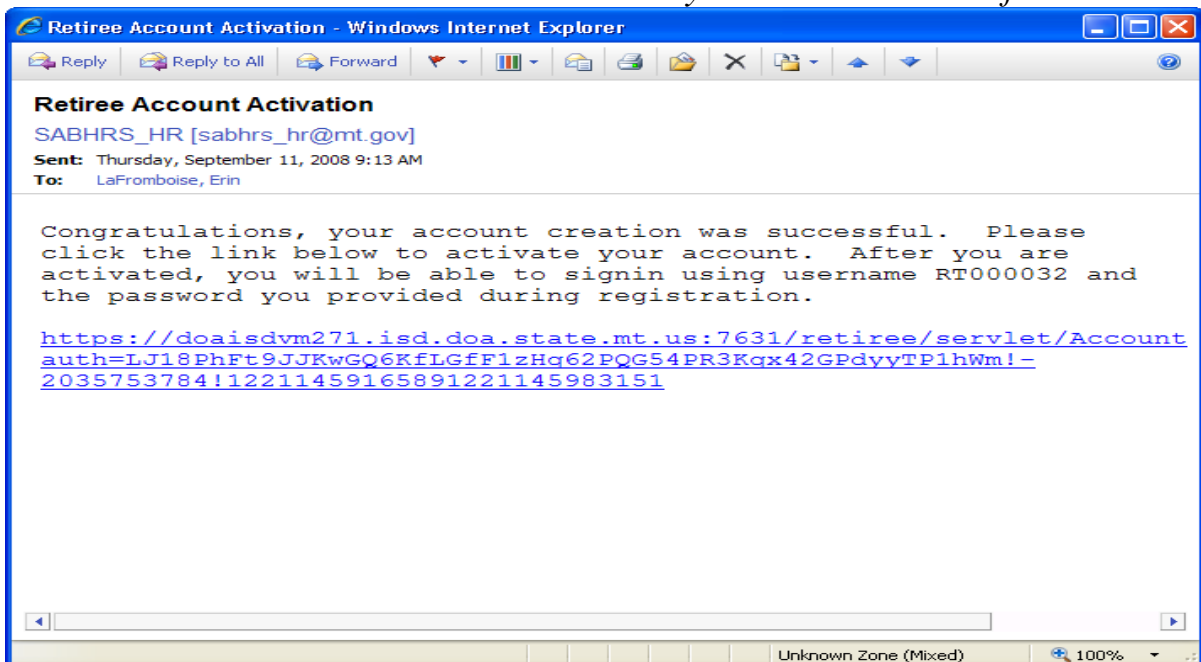
Many are tempted to Sign In using this link, but they need to use the link that will be sent to their e-mail as noted in this message.



Here is the retiree's User ID number. They are encouraged to write this number down.

## Confirm Registration

- Access the e-mail account provided during the registration process, and then open the e-mail from the SABHRS HR. Click on the link provided within the e-mail content to activate the user account. *This link will redirect you to the Retiree Self Service website.*



## Make or Change your Benefit Elections Online

6. Select 'Sign In'. Enter your username and the password you provided during the registration process. Click the [Sign In](#) button.

Montana State  
*Retiree Self Service* SSL Secured Site

[Home](#) [Sign In](#) [Register](#)

UserID

Password  
 [I forgot my password.](#)

7. Retirees have many of the same links as employees, such as reviewing and updating Personal/Contact information, reviewing Benefits, requesting LTC, and navigating through SOME Info.

**MINE**

[Home](#) [Add to Favorites](#) [Sign out](#)

**Menu**

Search:

- My Favorites
- Self Service
  - Personal Information
  - Benefits**
    - Find More Information
    - Benefits Summary
    - Long Term Care Requests
  - Find More Information
  - Change My Password

**Main Menu >**

**Self Service**

Navigate to your self service information and activities.

**Personal Information**  
Review and update your personal information.

- Personal Information Summary
- Home and Mailing Address
- Phone Numbers
- Email Addresses
- Find More Information

**Benefits**  
Review health, insurance or other benefits information.

- Benefits Summary
- Long Term Care Requests
- Find More Information

**Find More Information**  
Additional resources to help you find the information you need

- SOME Info

**MINE** **MONTANA INFORMATION NETWORK FOR EMPLOYEES**

[Home](#) [Company](#) [Health](#) [Insurance](#) [Life Events](#) [Fast Finder](#)

You are here :: [Home](#) > 2008 Traditional Indemnity Plan

**2008 Traditional Indemnity Plan** Search 2008 Traditional Indemnity Plan for:

[Add to Preferences](#)

[Expand](#) [Collapse](#)

**Highlights**

- Medical Overview**
- Medical Summary
- Alternative Care
- Basic Care
- Children
- Cost
- Doctors
- Eligibility
- Emergencies
- Enrollment
- Exclusions / Limitations
- Hospitalization
- Maternity / Family

**Medical Overview** [Add Quick Link](#) [Side By Side](#) [List All](#) [Print View](#)

The Traditional plan is an indemnity plan which generally allows you to see any licensed provider and requires the deductible be met before cost sharing begins. Premium costs are offset by the State Share contribution of \$590.00 per month (295.00 per pay period).

For an overview of medical benefits, click on *Medical Benefit Summary* in the *Highlights* folder located on the sidebar. For information on a plan topic, click on the folder for that topic. For specific information always refer to the Summary Plan Description. **The Summary Plan Description governs how benefits are administered.**

For general health plan information, such as determining your needs, comparing plans, etc., see:

## Common Problems Retirees are calling with:

1. Page not available. <https://emine.mt.gov:7651/retiree> is working just fine; the problems have all been associated with the retiree properly typing in the address. The 3 most common problems have been
  - a. Just typing in emine.mt.gov:7651/retiree
  - b. Missing the “s” in https
  - c. Using back slashes instead of forward slashes
2. Password problems. Either the retiree thinks they need their last password when they left employment with the State of Montana or already forgot the password they just created. If the retiree forgot the password he/she chose...



Montana State

*Retiree Self Service*

SSL Secured Site

[Home](#) [Sign In](#) [Register](#)

UserID

Password  
 [I forgot my password.](#)

Username and/or Password invalid.

The retiree can reset his/her own password by clicking on the “[I forgot my password](#)” link, and completing the following fields:



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*Retiree Self Service*

SSL Secured Site

[Home](#) [Sign In](#) [Register](#)

You can use this page to reset your password. \*All fields are required.

Please confirm your information below and select a new password.

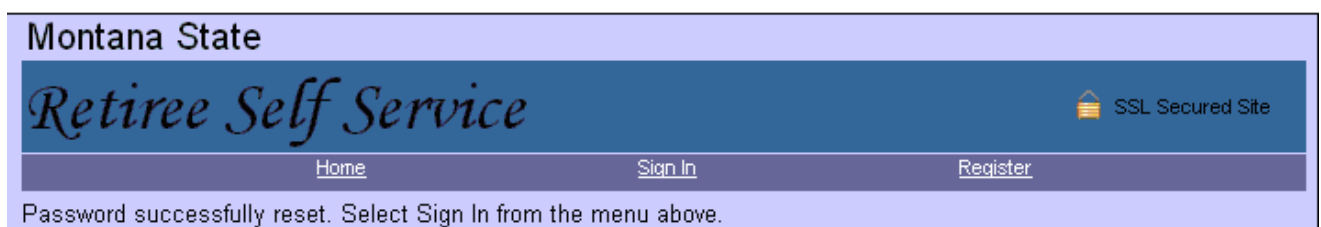
Employee ID

Last 4 Digits of your Social Security #

Birthdate (MM/DD/YYYY)  
 /  /

New Password  Confirm New Password

Once reset, the retiree will receive the following message. He/she must then click the Sign In link again and try the new password.



Montana State

*Retiree Self Service*

SSL Secured Site

[Home](#) [Sign In](#) [Register](#)

Password successfully reset. Select Sign In from the menu above.

3. Employee ID. Many don't know their employee ID or know where to find it. It is not:
- a. On their insurance card: YDA000##### is an insurance # not Empl ID
  - b. On their 1099 they received from the State of Montana

**It is** found on their Retiree Individual Benefits Statement in the top left hand corner or on their final pay stub from the State of Montana.

Retiree ID: 999999 - 0

Health Care and Benefits Division  
PO Box 200127  
Helena MT 59620-0127


RETIREE BENEFITS STATEMENT FORM

Robert Retiree  
123 Retirement Lane  
Helena MT 59601

INSTRUCTIONS & DEADLINE FOR ELECTIONS:  
Review your elections carefully by verifying the types and amounts of coverage, reviewing benefit offerings in your Annual Change booklet, and making any necessary changes to the appropriate sections on the front and back of this form. All forms must be postmarked by October 22, 2007 and returned to the Health Care and Benefits Division. Forms may be sent through the U.S. Post Office mail service, or dropped off at 125 North Roberts, room 125 in Helena. If you have NO changes AND do not wish to enroll in Vision, you do not need to return this form. If you completed your enrollment on-line, do not submit this form.

4. They click on the Sign In button right after registering in the same window they registered with. If they sign in while still seeing this screen, they have not activated their account using the link provided in the e-mail.

Montana State


*Retiree Self Service*  SSL Secured Site

[Home](#) [Sign In](#) [Register](#)

User RT014934 has been successfully activated. You can now sign in to retiree self service using this username and password you provided during registration.

When signing in, they should be seeing this screen:

Montana State

*Retiree Self Service*  SSL Secured Site

[Home](#) [Sign In](#) [Register](#)

Welcome to the Montana State Retiree Self Service website!

This site provides retired state employees access to their self service applications. Through self service applications retirees can view and update their personal information, including phone numbers and home, mailing and e-mail addresses. In addition, during the annual change period, retirees can review their benefits information and submit their benefit elections for the next benefit plan year.

In order to access the self service applications, you must register each year. If you haven't registered for the 2009 benefit year, select "Register" from the menu above and complete the registration form.

If you have already registered for the current benefit year and have a valid username and password, select "Sign In" from the menu above.

5. Authentication link doesn't work. Some peoples' email has chopped the URL at some point and the full authentication code isn't being transferred back. Instead of the full link being blue and underlined, only a portion is hyperlinked.
- Have the retiree cut the link from the e-mail and paste it in the web address field.
  - Have the retiree forward the message they received from the SABHRS IT Team to you and reformat the link and send it back to the retiree.

